

Horatio's Garden tours

Terms and conditions for group bookings made online

How to book

To confirm your booking and reserve your tour, the named person agrees to the following conditions and accepts financial responsibility for payment.

Included in booking

Entrance to the garden, tour and talk by the Head Gardener / a member of the team on behalf of the Head Gardener.

Payment

Once we have received your completed booking form, a £50 non-refundable deposit is required to secure your booking. This can be taken by calling 01722 326834.

Cancellation policy

Cancellations made by the booker must be received up to seven days before the event. All cancellations must be confirmed in writing. If you cancel your booking with less than seven days' notice, a refund may not be possible.

Horatio's Garden reserves the right to cancel your tour. In this unlikely event, we will give you the option of an alternative tour date or full refund. If any Covid-19 restrictions result in the cancellation of the event, an alternative date will be offered, or full refund given.

Photography in the garden

You are welcome to take photographs in the garden for non-commercial use, but please ensure your photographs do not include patients, other visitors, members or staff and volunteers.

Inclement weather

We will endeavour to continue with your tour in the case of inclement weather. All our gardens have sheltered areas within them. Please ensure appropriate clothing is worn for indoor and outdoor conditions.

Personal loss or damage

Horatio's Garden do not accept responsibility for any loss or damage to you or your personal belongings during your visit to the garden which you enter at your own risk.

Smoking/ vaping

Horatio's Garden operates a non-smoking/vaping policy.

Dogs

In order to ensure the safety of patients, only assistance dogs and certified therapy dogs are allowed into Horatio's Garden.